

U.S. DEPARTMENT OF COMMERCE  
Economics and Statistics Administration  
U.S. CENSUS BUREAU

FORM

SA-5112A

**2002 SERVICE ANNUAL SURVEY****SOFTWARE PUBLISHERS****DUE  
DATE** ➔

**NOTICE** — Your report to the Census Bureau is **confidential** by law (Title 13, U.S. Code). It may be seen only by persons sworn to uphold the confidentiality of Census Bureau information and may be used only for statistical purposes. The law also provides that copies retained in your files are **immune from legal process**.

**RETURN COMPLETED FORM TO**

**U.S. CENSUS BUREAU**  
1201 East 10th Street  
Jeffersonville, IN 47132-0001

Any questions call  
1-800-772-7851 weekdays,  
8:30 a.m. to 5:00 p.m. EST

138  
511210SAS\_I  
T

(Please correct any error in name, address, or ZIP Code)

**YOUR RESPONSE IS REQUIRED BY LAW.** Title 13, U.S. Code, requires businesses and other organizations that receive this questionnaire to answer the questions and return the report to the Census Bureau.

**Item 1 SURVEY COVERAGE**

This report covers all domestic locations operated by your company and its subsidiaries primarily engaged in computer software publishing or publishing and reproduction. Locations in this industry carry out operations necessary for producing and distributing computer software, such as designing, providing documentation, assisting in installation, and providing support services to software purchasers. These locations may design, develop, and publish, or publish only.

Does the above coverage describe this firm's business activity?

0001

1 ☐ Yes — Continue with Item 32 ☐ No — Specify your business activity and continue with Item 3 ➔

0002

**Item 2 NOT APPLICABLE TO THIS FORM****Item 3 REPORT PERIOD**

Mark (X) the one box which best describes the period covered by your report.

0006

1 ☐ Calendar year — Go to Item 4A

If the data reported are for a period other than the "calendar year," please enter the beginning and ending dates.

2 ☐ Fiscal year3 ☐ Less than 12 months

From

To

**2002**

Month Day Year

0007

0008

**Item 4 REVENUE** – Enter "0" in items where applicable.

**Report revenue by source in whole dollars. Do not combine data for two or more revenue lines. Include revenue from licensing fees.**

**An estimate is acceptable if a book figure is not available.**

**Line 1 – System software publishing** – Report revenue from the sale of low-level software required to manage computer resources and support the production or execution of application programs but which is not specific to any particular application.

**Line 1a – Operating systems software** – Report revenue from the sale of low-level software which handles the interface to peripheral hardware, schedules tasks, allocates storage, and presents a default interface to the user when no application program is running. Include all client and network operating systems.

**Line 1b – Network software** – Report revenue from the sale of software that is used to control, monitor, manage, and communicate with operating systems, networks, network services, databases, storage and networked applications in an integrated and cooperative fashion across a network from a central location. Include all network management software, server software, security and encryption software, middleware, etc.

**Line 1c – Database management software** – Report revenue from the sale of collections/suites of software programs that enable storage, modification and extraction information from a database.

**Line 1d – Development tools and programming languages software** – Report revenue from the sale of software used to assist in the development and/or authoring of computer programs. Include all program development tools and programming languages software.

**Line 2 – Application software publishing** – Report revenue from the sale of software programs that perform a specific function directly for the end user.

**Line 2a – General business productivity and home use applications** – Report revenue from the sale of software used for general business purposes to improve productivity, or in the home for entertainment, reference or educational purposes. (Includes office suite applications such as word processors, spreadsheets, simple databases; graphics applications; project management software, computer-based training software, games, reference, home education, etc.)

**Line 2b – Cross-industry application software** – Report revenue from the sale of software that is designed to perform and/or manage a specific business function or process that is not unique to a particular industry. Include professional accounting software, human resource management, customer relations management software, Geographic Information System software, web page/site design software, etc.

**Line 2c – Vertical market application software** – Report revenue from the sale of software that performs a wide range of business functions for a specific industry such as manufacturing, retail, healthcare, engineering, restaurants, etc.

**Line 2d – Utilities software** – Report revenue from the sale of small computer programs that perform a very specific task. Utilities differ from other applications software in terms of size, cost and complexity. Examples include compression programs, anti-virus, search engines, font, file viewers, and voice recognition software.

**Line 3 – Custom application design and development** – Report revenue from the design of the structure and/or the writing of the computer code necessary to create and/or implement a software application.

**Line 4 – Customization and integration of packaged software** – Report revenue from adapting (modifying, configuring, etc.) and installing an existing application so that it is functional within the clients' information system environment. **Exclude** service contracts where this service is bundled with the hosting and management of the application on an on-going basis

**Line 5 – Information technology (IT) technical consulting services** – Report revenue from providing advice or expert opinion on technical matters related to the use of information technology. This includes advice on matters such as hardware and software requirements and procurement, systems integration, and systems security. Also include the provision of expert testimony on IT related issues. **Exclude** advice on issues related to business strategy, such as advice on developing an e-commerce strategy, etc.

**Line 6 – Application service provisioning** – Report revenue from providing leased software applications from a centralized, hosted, and managed computing environment.

**Line 7 – Business process management services** – Report revenue from the sale of bundled service packages that combine information technology-intensive services with labor (manual or professional depending on the solution), machinery, and facilities to support, host and manage a business process for a client.

**Line 8 – Re-sale of computer hardware and software** – Report revenue from retailing of computer hardware and software.

**Line 9 – Information technology related training services** – Report revenue from providing training for the use of computer hardware, software, networks, or other IT-related topic.

	Key code	2002			
		Bil.	Mil.	Thou.	Dol.
<b>1. System software publishing</b>					
<b>a. Operating systems software</b>	<b>1128</b>				
<b>b. Network software</b>	<b>1129</b>				
<b>c. Database management software</b>	<b>1130</b>				
<b>d. Development tools and programming languages software</b>	<b>1131</b>				
<b>e. Other systems software</b>	<b>1132</b>				
<b>2. Application software publishing</b>					
<b>a. General business productivity and home use applications</b>	<b>1248</b>				
<b>b. Cross-industry application software</b>	<b>1249</b>				
<b>c. Vertical market application software</b>	<b>1250</b>				
<b>d. Utilities software</b>	<b>1251</b>				
<b>e. Other application software</b>	<b>1252</b>				
<b>3. Custom application design and development services</b>	<b>1141</b>				
<b>4. Customization and integration of packaged software</b>	<b>736</b>				
<b>5. Information technology (IT) technical consulting services</b>	<b>1168</b>				
<b>6. Application service provisioning</b>	<b>1124</b>				
<b>7. Business process management services</b>	<b>913</b>				
<b>8. Re-sale of computer hardware and software</b>	<b>1237</b>				
<b>9. Information technology related training services</b>	<b>1174</b>				
<b>10. Other services revenue – Specify</b>					
<b>1163</b>					
	<b>749</b>				
<b>11. TOTAL REVENUE</b>	<b>002</b>				

<b>Item 4B</b>	<b>PERCENTAGE BREAKDOWN OF REVENUE</b>  <b>An estimate is acceptable if a book figure is not available.</b>  <b>Line 1.a – Personal computer software</b> – Report percent of revenue from systems software developed primarily for non-network, stand-alone personal computers.  <b>Line 1.b – Enterprise Software</b> – Report percent of revenue from systems software developed primarily for network-based computers.  <b>Line 1.c – Mainframe Computer Software</b> – Report percent of revenue from systems software developed primarily for mainframe-based computers. Include revenue for software designed to run in a centralized fashion.	<b>1. Report the percentage of total systems software revenue by computer platform. Report whole percents. (Item 4A, sum of lines 1a – 1e)</b>  <table style="width: 100%;"> <tr> <td style="width: 60%;">a. Personal computer software revenue</td> <td style="width: 10%; text-align: center;"><b>1219</b></td> <td style="width: 30%; text-align: right;">%</td> </tr> <tr> <td>b. Enterprise software revenue</td> <td style="text-align: center;"><b>1155</b></td> <td style="text-align: right;">%</td> </tr> <tr> <td>c. Mainframe computer software revenue</td> <td style="text-align: center;"><b>1179</b></td> <td style="text-align: right;">%</td> </tr> <tr> <td>d. Other system software revenue</td> <td style="text-align: center;"><b>1294</b></td> <td style="text-align: right;">%</td> </tr> <tr> <td colspan="2"><b>TOTAL</b></td> <td style="text-align: right;"><b>100 %</b></td> </tr> </table>	a. Personal computer software revenue	<b>1219</b>	%	b. Enterprise software revenue	<b>1155</b>	%	c. Mainframe computer software revenue	<b>1179</b>	%	d. Other system software revenue	<b>1294</b>	%	<b>TOTAL</b>		<b>100 %</b>	<table style="width: 100%;"> <tr> <th style="text-align: center;">Key code</th> <th style="text-align: center;">Percentage of total systems software revenue for 2002</th> </tr> <tr><td> </td><td> </td></tr> <tr><td> </td><td> </td></tr> <tr><td> </td><td> </td></tr> <tr><td> </td><td> </td></tr> <tr><td> </td><td> </td></tr> </table>	Key code	Percentage of total systems software revenue for 2002										
a. Personal computer software revenue	<b>1219</b>	%																												
b. Enterprise software revenue	<b>1155</b>	%																												
c. Mainframe computer software revenue	<b>1179</b>	%																												
d. Other system software revenue	<b>1294</b>	%																												
<b>TOTAL</b>		<b>100 %</b>																												
Key code	Percentage of total systems software revenue for 2002																													
<b>An estimate is acceptable if a book figure is not available.</b>  <b>Line 2.a – Personal computer software</b> – Report percent of revenue from application software developed primarily for non-network, stand-alone personal computers. Include game software.  <b>Line 2.b – Enterprise Software</b> – Report percent of revenue from application software developed primarily for network-based computers.  <b>Line 2.c – Mainframe Computer Software</b> – Report percent of revenue from application software developed primarily for mainframe-based computers. Include revenue for software designed to run in a centralized fashion.	<b>2. Report the percentage of total application software revenue by computer platform. Report whole percents. (Item 4A, Sum of lines 2a – 2e)</b>  <table style="width: 100%;"> <tr> <td style="width: 60%;">a. Personal computer software revenue</td> <td style="width: 10%; text-align: center;"><b>1218</b></td> <td style="width: 30%; text-align: right;">%</td> </tr> <tr> <td>b. Enterprise software revenue</td> <td style="text-align: center;"><b>1154</b></td> <td style="text-align: right;">%</td> </tr> <tr> <td>c. Mainframe computer software revenue</td> <td style="text-align: center;"><b>1178</b></td> <td style="text-align: right;">%</td> </tr> <tr> <td>d. Other application software revenue</td> <td style="text-align: center;"><b>1295</b></td> <td style="text-align: right;">%</td> </tr> <tr> <td colspan="2"><b>TOTAL</b></td> <td style="text-align: right;"><b>100 %</b></td> </tr> </table>	a. Personal computer software revenue	<b>1218</b>	%	b. Enterprise software revenue	<b>1154</b>	%	c. Mainframe computer software revenue	<b>1178</b>	%	d. Other application software revenue	<b>1295</b>	%	<b>TOTAL</b>		<b>100 %</b>	<table style="width: 100%;"> <tr> <th style="text-align: center;">Key code</th> <th style="text-align: center;">Percentage of total applications software revenue for 2002</th> </tr> <tr><td> </td><td> </td></tr> <tr><td> </td><td> </td></tr> <tr><td> </td><td> </td></tr> <tr><td> </td><td> </td></tr> <tr><td> </td><td> </td></tr> </table>	Key code	Percentage of total applications software revenue for 2002											
a. Personal computer software revenue	<b>1218</b>	%																												
b. Enterprise software revenue	<b>1154</b>	%																												
c. Mainframe computer software revenue	<b>1178</b>	%																												
d. Other application software revenue	<b>1295</b>	%																												
<b>TOTAL</b>		<b>100 %</b>																												
Key code	Percentage of total applications software revenue for 2002																													

  

<b>Item 5A</b>	<b>EXPORTS</b>  <b>An estimate is acceptable if a book figure is not available.</b>  <b>Note</b> — An export is a tangible or intangible product (e.g., good, license agreement, reproduction right, service) that is sold or transferred to a customer or client (individual, government, business establishment, etc.) located outside the United States (i.e., outside the 50 states, District of Columbia, U.S. Commonwealth Territories, or U.S. possessions). Include revenue from the sale of personal computer software, enterprise software, systems and systems management software, electronic business enabling software and technologies, mainframe computer software and software services to customers or clients located outside the United States. Products transferred to, sold to, or services performed for unaffiliated and affiliated foreign firms (i.e., foreign parent firms, subsidiaries, branches, etc.) are included. <b>Exclude</b> products provided to domestic subsidiaries of foreign firms.												
	<div style="display: flex; justify-content: space-between; align-items: flex-start;"> <div style="width: 60%;">         Did the total revenue reported in Item 4 include any amounts received for exported services or products?  <div style="display: flex; align-items: center; margin-top: 5px;"> <div style="border: 1px solid black; padding: 2px 5px; margin-right: 5px;">0009</div> <div>           1 <input type="checkbox"/> Yes            2 <input type="checkbox"/> No         </div> </div> </div> <div style="width: 35%; text-align: center;"> <div style="border: 1px solid black; padding: 5px; margin: 0 auto; width: 80px;"> <b>Key code</b>   <b>004</b> </div> </div> </div> <div style="margin-top: 10px; text-align: right;"> <table border="1" style="display: inline-table; border-collapse: collapse;"> <tr> <th colspan="4" style="text-align: center;">2002</th> </tr> <tr> <th style="text-align: center;">Bil.</th> <th style="text-align: center;">Mil.</th> <th style="text-align: center;">Thou.</th> <th style="text-align: center;">Dol.</th> </tr> <tr> <td> </td> <td> </td> <td> </td> <td> </td> </tr> </table> </div>	2002				Bil.	Mil.	Thou.	Dol.				
2002													
Bil.	Mil.	Thou.	Dol.										

  

<b>Item 5B</b>	<b>E-COMMERCE RECEIPTS/REVENUE</b>  Report sales and receipts from any transaction completed over an Internet, extranet, EDI network, electronic mail or other online system. Transactions are agreements between buyers and sellers to transfer ownership of, or rights to use, goods or services. Payment for these goods and services may or may not be made online. Please see the General Instruction sheet for further clarification before completing this item.  <b>An estimate is acceptable if a book figure is not available.</b>				
	<div style="display: flex; justify-content: space-between; align-items: flex-start;"> <div style="width: 60%;"> <b>1. Did your firm have e-commerce receipts/revenue during 2002?</b>  <div style="display: flex; align-items: center; margin-top: 5px;"> <div style="border: 1px solid black; padding: 2px 5px; margin-right: 5px;">0011</div> <div>           1 <input type="checkbox"/> Yes — Enter the date your firm began e-commerce sales.            2 <input type="checkbox"/> No — Continue to Item 5C.         </div> </div> </div> <div style="width: 35%; text-align: center;"> <div style="border: 1px solid black; padding: 5px; margin: 0 auto; width: 80px;"> <b>Key code</b>   <b>005</b> </div> </div> </div> <div style="margin-top: 10px; text-align: right;"> <table border="1" style="display: inline-table; border-collapse: collapse;"> <tr> <th style="width: 30%;">Month (i.e., June=06)</th> <th style="width: 70%;">Year (i.e., 2002=02)</th> </tr> <tr> <td> </td> <td> </td> </tr> </table> </div>	Month (i.e., June=06)	Year (i.e., 2002=02)		
Month (i.e., June=06)	Year (i.e., 2002=02)				

  

<b>Item 5C</b>	<b>INVENTORIES AT END OF YEAR (DECEMBER 31, 2002)</b>  <b>An estimates is acceptable if a book figure is not available.</b>  Report inventories at cost or market value using generally accepted accounting methods.												
	<table style="width: 100%;"> <tr> <th style="width: 60%;"> </th> <th style="width: 10%; text-align: center;">Key code</th> <th style="width: 30%; text-align: center;">End of 2002</th> </tr> <tr> <td>a. Finished goods and work-in-process</td> <td style="text-align: center;"><b>621</b></td> <td style="text-align: right;">%</td> </tr> <tr> <td>b. Materials, supplies, fuel, etc.</td> <td style="text-align: center;"><b>622</b></td> <td style="text-align: right;">%</td> </tr> <tr> <td>c. <b>TOTAL</b> inventories</td> <td style="text-align: center;"><b>623</b></td> <td style="text-align: right;">%</td> </tr> </table>		Key code	End of 2002	a. Finished goods and work-in-process	<b>621</b>	%	b. Materials, supplies, fuel, etc.	<b>622</b>	%	c. <b>TOTAL</b> inventories	<b>623</b>	%
	Key code	End of 2002											
a. Finished goods and work-in-process	<b>621</b>	%											
b. Materials, supplies, fuel, etc.	<b>622</b>	%											
c. <b>TOTAL</b> inventories	<b>623</b>	%											

<b>Item 5 PURCHASE SERVICES</b>		<b>Key code</b>	<b>2002</b>			
			Bil.	Mil.	Thou.	Dol.
<b>An estimate is acceptable if a book figure is not available.</b>		<b>620</b>				
a. Cost of purchased printing		<b>742</b>				
b. Cost of purchased software reproduction		<b>743</b>				
c. Cost of purchased programming services						

  

<b>Item 6 NUMBER OF LOCATIONS</b>		<b>2002 Number</b>	
Enter the total number of service locations covered by this report as of December 31, 2002? _____		0012	

  

<b>Item 7 OWNERSHIP OR CONTROL</b>		0014	Name of owning or controlling company										
<b>a.</b> Does another firm own more than 50 percent of the voting stock or have the power to control the management and policies of this company?  <div style="display: flex; align-items: center;"> <div style="border: 1px solid black; padding: 2px; margin-right: 5px;">0013</div> <div> 1 <input type="checkbox"/> Yes  2 <input type="checkbox"/> No </div> </div>		Number and street											
		City, State, and ZIP Code											
		<div style="display: flex; justify-content: space-between;"> <div>EIN _____</div> <div style="border: 1px solid black; padding: 2px; margin-left: 10px;">0015</div> </div>											
<b>b.</b> Did this firm acquire or merge with another company during 2002?  <div style="display: flex; align-items: center;"> <div style="border: 1px solid black; padding: 2px; margin-right: 5px;">0016</div> <div> 1 <input type="checkbox"/> Yes  2 <input type="checkbox"/> No </div> </div>		0017	Name of company acquired or merged with										
		Number and street											
		City, State, and ZIP Code											
		0018	Month	Year	0019	<div style="display: flex; justify-content: space-between;"> <div>Date of merger or acquisition _____</div> <div>EIN _____</div> </div>							

  

0027	<b>Item 8 REMARKS –</b> <i>Please use this space for any explanations that may be helpful in understanding your reported data. For any separate correspondence pertaining to this report, please include the IDENTIFICATION number shown in the address label area or at the top of the page.</i>

  

Public reporting burden for this collection of information is estimated to average 1.0 hour per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to: Associate Director for Finance and Administration; Attn: Paperwork Reduction Project; U.S. Census Bureau; Room 3104, FB 3; Washington, DC 20233-0001. PLEASE INCLUDE FORM NAME AND NUMBER IN ALL CORRESPONDENCE. Respondents are not required to respond to any information collection unless it displays a valid approval number from the Office of Management and Budget. This 8-digit number appears in the top right corner on the front of this form.

  

<b>Item 9 CERTIFICATION – This report is substantially accurate and has been prepared in accordance with instructions.</b>			
0020	Name of person completing this report – <i>Please print</i>	0021	Address (Number and street, city, State, ZIP Code)
		0022	Telephone
		Area code	Number
		0023	Fax number
		Area code	Number
		0024	Title
		0025	Date
		0026	E-mail Address

  

**Please return the completed form in the enclosed envelope.**  
**If you prefer, you may fax the completed form to 1-800-447-4613.**

# SERVICE ANNUAL SURVEY

## INFORMATION SECTOR

### GENERAL INSTRUCTIONS

Your report should be completed and returned in the preaddressed envelope provided on or before the due date. **If the report does not appear to apply to your kind of business or activity, describe your business or activity in Item 1 and complete the remainder of the form as accurately as possible.**

If filing within the required time frame will cause an undue burden and you would like an extension, or if you have any questions, please write to the

**U.S. Census Bureau  
1201 East 10th Street  
Jeffersonville, IN 47132-0001**

or call our Census Bureau representative in Jeffersonville, Indiana at 1-800-772-7851, weekdays from 8:30 a.m. to 5:00 p.m., eastern time.

**Always include** your identification number, located in the address label, in any correspondence.

IF BOOK FIGURES ARE NOT AVAILABLE,  
ESTIMATES ARE ACCEPTABLE.

Please read all instructions before making your entries.

Report data for the calendar year specified. If calendar year records are not available, we will accept fiscal year data. Please note, however, that we prefer estimates for the calendar year to book figures covering a different time period. Report all values in dollars (omit cents). Enter "0" in items where appropriate. Please do not combine data for two or more items.

For location(s) sold or acquired during the year specified, report only for the period that the location(s) were operated by this firm.

---

## SPECIFIC INSTRUCTIONS

### Revenue

Report revenue for all services rendered and any sales of merchandise for the calendar year specified, even though payment may have been received at a later date. **Firms operating on a commission basis should report commissions, fees, and other operating income, not gross billings or sales.**

#### ***Include –***

- Total value of service contracts.
- Amounts received for work subcontracted to others.
- Market value of compensation in lieu of cash.
- Revenue from services performed by domestic locations for FOREIGN parent firms, subsidiaries, branches, etc.
- Dues and assessments from members and affiliates.
- Royalties, license fees, and other payments from the marketing of intangible products (e.g., licensing the use of or granting reproduction rights for software, musical compositions, and other intellectual property).

#### ***Exclude –***

- Taxes (sales, amusement, occupancy, use, or other) collected directly from customers or clients and paid directly to a local, State, or Federal tax agency.
- Revenue from a domestic parent organization, or from franchise locations owned by others and any franchise or license fees.
- Rents from and revenue of separately operated departments, concessions, etc., which are leased to others.
- Revenue from customers for carrying or other credit charges.
- Commissions from vending machine operators.
- Revenue of foreign subsidiaries (those located outside the U.S., i.e., outside the 50 states, District of Columbia, U.S. Commonwealth Territories, or U.S. Possessions).
- Revenue from the sale of used equipment.
- Installment payments from leasing under capital, finance, or full-payout leases.
- Proceeds from the sale of real estate (land and buildings), investments, or other assets (except inventory held for resale).
- Intracompany transfers.
- Contributions, gift, grants, income from interest, rental of real estate, and dividends.

# **SERVICE ANNUAL SURVEY**

## **INFORMATION SECTOR**

### **SPECIFIC INSTRUCTIONS – Continued**

#### **E-commerce Receipts/Revenue**

(In the following instructions, online refers to any transaction completed over an Internet, extranet, EDI network, electronic mail or other online system.)

##### ***Include –***

- Revenue from online orders for goods or services placed by a buyer.
- Revenue from online services provided where charges are based on the usage of those services (e.g., commissions or fees from use of computerized reservation systems, financial transaction processing systems, etc.)
- Commissions or fees from the trading of securities or the sale of other financial products online (e.g., insurance, loans, etc.).
- Commissions or fees from selling or from facilitating the sale of third party products (e.g., click-through including referral fees) through your company's Web site.
- Revenue from orders or contracts negotiated online with a buyer and seller on the price and terms for transferring ownership or the rights to use goods or services.
- Revenue from telephone transactions using interactive voice response systems.

##### ***Exclude –*** revenue from:

- Online billings where the order or contract was not negotiated online.
- Delivery of services online where the order or contract was not negotiated online.
- Provision of telecommunications and related infrastructure systems (e.g., data transfer, Web hosting, Internet access) where the order or contract for such services was not negotiated online.
- Orders for goods or services placed by facsimile machine or over switched telephone network.